



JOB DESCRIPTION

Title: **METER READER SUPERVISOR**
Department: Finance-Administration/Customer Services
Class Code: 6280
FLSA Status: Non-Exempt
Effective Date: February 25, 1985 (Rev. 07/2006)
Grade Number: 10

GENERAL PURPOSE

Under general supervision from the Customer Service Supervisor, performs professional work in meter reader supervision for Murray City.

EXAMPLE OF DUTIES

- *-- Supervises, reviews and prepares performance appraisals, hires, disciplines, and plans work schedule for Meter Readers.
- *-- Reviews statistical reports and prepares recommendations for change and adjustment. Operates all Itron equipment including PC operations. Keeps and updates read sequence files.
- *-- Disconnects power meters and water meters; connects power meters and water meters upon full payment of bill; collects on returned checks.
- *-- Retrieves mail from the Post Office and sorts it into department mail boxes.
- *-- Empties drop boxes and processes payments.
- *-- Runs service orders for accounts that need to be shut off for non-payment; runs a shut off list; enters accounts in HTE that have been shut off.
- *-- Works closely with Customer Service concerning customer complaints and delinquent accounts.
- Sets up, adjusts, and operates a mailing inserter.
- *-- Performs after hours connects and disconnects of residential power and water meters on a rotating stand by basis

- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- Graduation from high school or equivalent, and two (2) years of full-time experience reading commercial and residential power and water meters.

Special Requirements

- Must possess a valid Utah Driver License.

Necessary Knowledge, Skills, and Abilities

- Working knowledge of the geography of Murray City.
- Skill in public relations techniques.
- Ability to set up, adjust, and operate a mailing inserter; ability to make mathematical computations quickly and accurately; ability to communicate both verbally and in writing to the public; ability to think quickly utilizing appropriate judgment.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing and spreadsheet software; microcomputing device; 10-key calculator; phone; base radio; fax and copy machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, stand, walk and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually moderately quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job.